

OPENFORMS | STANDARD FORM FIELDS

OVERVIEW

- CONSISTENCY·
- USER EXPERIENCE·
- MINIMAL ERRORS·

We need a standard format for form fields used across several departments for a few reasons:

- To create a consistent expectation for users and avoid confusion
- To create a better user experience, while minimizing errors.
- To minimize frustration for City staff when processing online form submissions.

NAME

- SEPARATE FIRST & LAST·
- MIDDLE INITIAL OPTIONAL·

Splitting name into *first name* and *last name* fields eliminates the need for a user to type their own spaces, which could cause entry errors.



The form example for the NAME section consists of three stacked text input fields. The first field is labeled 'First Name' with a 'required' tag and a placeholder 'ex) Jane'. The second field is labeled 'Middle Initial (Optional)' and is empty. The third field is labeled 'Last Name' with a 'required' tag and a placeholder 'ex) Smith'. Each field has a 'Text' button to its right.

Note: any optional fields should be labeled in parentheses after the question title (see above).

Field Types

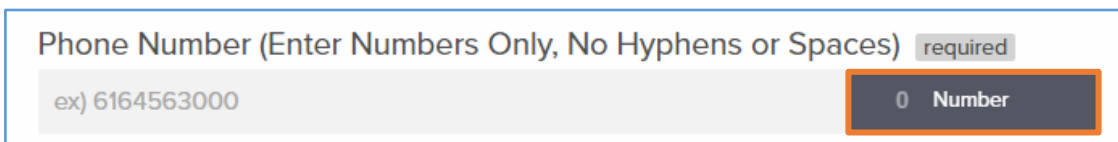
Text

PHONE NUMBER

- NUMBER FIELD·
- NO HYPHENS OR PARENTHESES·

Using a number form field for Phone Number entry

- It sets a clear expectation for the customer.
- It helps City staff simplify the process of formatting long lists of numbers to send mass text messages.



The form example for the PHONE NUMBER section shows a single text input field. The label is 'Phone Number (Enter Numbers Only, No Hyphens or Spaces)' with a 'required' tag. The placeholder text is 'ex) 6164563000'. To the right of the field is a 'Number' button.

Note: It's a good idea to give some instruction in the question title and provide a clear example of the format in the placeholder text.

Field Types

Number

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ADDRESS

- SEPARATE FIELDS·
- NUMBER & STREET·
- CITY·
- STATE·
- ZIP CODE·

There are a few reasons to split the address field:

- It's less confusing for users, as it sets a clearer formatting expectation, minimizing entry errors
- It optimizes addresses for GIS analysis by City staff.

The screenshot shows a form titled "Your Address" with a heading icon. It contains four input fields, each with a label, a "required" tag, an example, and a field type icon:

- Number and Street** (required): Example "ex) 300 Monroe Ave NW", field type "Text".
- City** (required): Example "ex) Grand Rapids", field type "Text".
- State** (required): Field type "Dropdown".
- Zip Code** (required): Example "ex) 49503", field type "Number".

State Dropdown Field:

- State is a dropdown field with all 50 states entered as possible selections
- This helps avoid data entry errors, minimizing spelling errors and necessary staff data cleanup
- Michigan should be the top choice of the dropdown field, as most of our users live in Michigan
- The remainder of the states should be listed alphabetically, below Michigan

The screenshot shows the "State" dropdown menu expanded. The label "State" is followed by a "required" tag. The dropdown list shows "Nebraska" as the current selection, with "Michigan" highlighted as the selected option. Below "Michigan", the states are listed alphabetically: Alabama, Alaska, Arizona, Arkansas, and California.

Field Types

Heading

Text

Dropdown

Number